GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2920
ANSWERED ON:11.05.2016
Redressal of Grievances
Gaikwad Dr. Sunil Baliram;Gavit Dr. Heena Vijaykumar;Gupta Shri Sudheer;Mahadik Shri Dhananjay Bhimrao;Mahato Shri Bidyut Baran;Patil Shri Vijaysinh Mohite;S.R. Shri Vijay Kumar;Satav Shri Rajeev Shankarrao;Singh Shri Kunwar Haribansh;Sule Smt. Supriya Sadanand

Will the Minister of RAILWAYS be pleased to state:

(a) the number of grievances of serving and retired railway employees received during each of the last three years and the current year;

(b) whether the Government has decided to develop an online system for redressal of grievances of railway employees and if so, the details thereof along with the main focus on the grievance redressal system;

(c) whether the Government has directed the Railways to create a mechanism of appeal against a particular decision of an authority and if so, the details thereof;

(d) the time by which the said online system is likely to be operational; and

(e) the other steps taken/being taken by the Government for welfare of railway employees?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) to (e) : A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO.2920 BY DR. SUNIL BALIRAM GAIKWAD, SHRI SUDHEER GUPTA, SHRI BIDYUT BARAN MAHATO, KUNWAR HARIBANSH SINGH, DR. HEENA VIJAYKUMAR GAVIT, SHRI MOHITE PATIL VIJAYSINH SHANKARRAO, SHRI DHANANJAY MAHADIK, SHRI S. R. VIJAYAKUMAR, SHRIMATI SUPRIYA SULE AND SHRI SATAV RAJEEV TO BE ANSWERED IN LOK SABHA ON 11.05.2016 REGARDING REDRESSAL OF GRIEVANCES.

(a) to (e) A large number of grievances of serving and retired railway employees relating to their service matters are received at various levels of Railway administration viz. Division, Zone and Railway Board, consolidated list of which is not maintained separately. Such cases are examined and appropriate action is taken to redress the grievances. At present, there is no separate on-line system for redressal of grievances of serving and retired railway employees. However, serving and retired railway employees register their grievances on-line on the Centralized Public Grievance Redress And Monitoring System (CPGRAMS) developed by Department of Administrative Reforms and Public Grievances. These grievances are analyzed and remitted to the concerned Railway authorities for speedy redressal. In addition to this, Ministry of Railways have decided to develop an on-line system for redressal of grievances of retired/serving railway employees. The focus of this system will be service related matters and it will have a provision for the aggrieved person to make an appeal against the decision to the next higher authority. This on-line system is likely to be operational by the end of June, 2016.

The other steps taken by the Government for welfare of railway employees include holding of Pension Adalat, payment of ex-gratia compensation to the families of deceased Railway employees who die
in harness, grant of necessary assistance from Railway Minister Welfare & Relief Fund for railway, developing occupational skills and assistance to physically challenged employees and their wards in need of special equipments, women empowerment activities for working railway women including crÃ¨ches and day-care centres, canteen facility for railway employees, grant of scholarship to wards of railway employees perusing higher education etc.
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